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We claim:

χ.	An automated voicemail system for processing incoming speech based messages,
compr	rising:

a voice mail processor which includes:

a transcription component for transcribing one or more voicemail messages into text;

a text retrieval component for indexing the one or more transcribed voicemail messages;

an information extraction component for identifying selected information within the one or more indexed voicemail messages; and

a user interface for displaying the identified selected information from the one or more indexed voicemail messages.

- 15 2. The system of claim 1, wherein the text retrieval component includes a user configurable search mechanism.
 - 3. The system of claim 1, further comprising:
 a summarization component for selecting information from within the one or
 more voicemail messages.
 - 4. The system of claim 1, wherein the user interface includes a main information screen and a message body screen.
- A method of processing a plurality of voicemail messages, the method comprising the steps of:

identifying information within the plurality of voicemail messages; and providing a user interface to a user for access to information identified in the plurality of voicemail messages, wherein the information is identified using entity extraction and summarization techniques.

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- 6. The method of claim 5, wherein the information identified within the voicemail messages includes at least one of telephone numbers, names, dates, keywords, appointments, times and addresses.
- 7. The method of claim 5, wherein entity extraction is performed upon raw audio files of the plurality of voicemail messages.

8. A method of providing an interface to a plurality of voicemail messages, the method comprising the steps of:

receiving the plurality of voicemail messages as raw audio;
transcribing the plurality of voicemail messages into text;
indexing the text of the plurality of voicemail messages; and
extracting information from the text of plurality of voicemail messages, wherein
the information extracted is provides the user with a summary of the information
contained within each voicemail message.

A voicemail system which provides one or more users access to information contained within a plurality of voicemails, the system comprising:

means for transcribing a plurality of voicemail messages into searchable text; and means for searching for text within the plurality of voicemail messages.

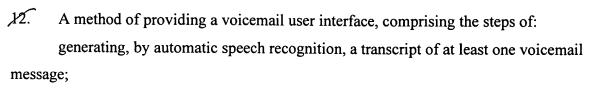
10. The voicemail system of claim 9, further comprising: means for extracting specific information from within the plurality of voicemail messages.

11. The voicemail system of claim 9, further comprising:
means for displaying the plurality of voicemail messages on a computer screen.

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displaying a textual representation of the at least one voicemail message; providing a search mechanism for searching for text within the at least one voicemail message; and

providing for speech playback of selected text within the voicemail message.

- The method of claim 12, further comprising the step of:
 automatically extracting specific information from the at least one voicemail message.
 - 14. The method of claim 13, wherein the specific information extracted is displayed in a separate textual display.

15. The method of claim 12, further comprising the step of: generating an index of the transcript of the at least one voicemail message.

16. A voicemail user interface comprising:
a transcript of a plurality of voicemail messages which is generated by automatic speech recognition;

a textual display of the transcript of the plurality of voicemail messages; and a search mechanism for searching for text within the plurality of voicemail messages.

- 17. The voicemail user interface of claim 16, wherein the transcript of the plurality of voicemail messages is indexed.
- 18. The voicemail user interface of claim 16, further comprising:
 a search results display for displaying the results of a user initiated search.

19. The voicemail user interface of claim 16, further comprising:
a header information screen which summarizes each of the plurality of voicemail messages.

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